How we apply user research to improve Campus for QRCs

Silvia Casadey | Product owner

Sarah Monson| User experience (UX) researcher

Sawad Brooks| Product designer

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Who We Are

Product Owners: responsible for advocating for and leading the implementation of user-focused enhancements to the product. Translates user needs into actionable changes for the development team.

- Silvia Casadey (silvia.casadey@state.mn.us)
- Mike Solheid (michael.solheid@state.mn.us)

User Experience Researcher: builds relationships with users, stakeholders, and customers. Collects and translates needs and pain points into relatable and actionable feedback for the product owners to prioritize.

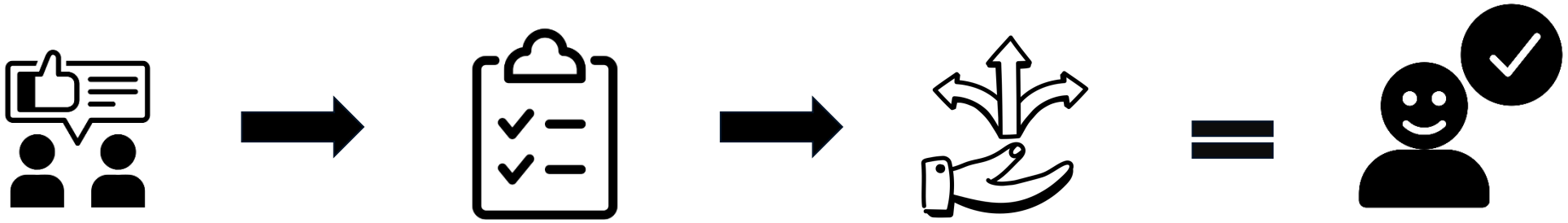
- Sarah Monson (sarah.monson@state.mn.us)

Product Designer: addresses the interface that facilitates user interactions with the technology. Incorporates user needs and wants into focused enhancements of the system, making it more cohesive and easier to understand and navigate.

- Sawad Brooks (sawad.brooks@state.mn.us)

What is user experience research?

User experience research is a process for understanding the needs, behaviors, and pain points of people who interact with a product or service.



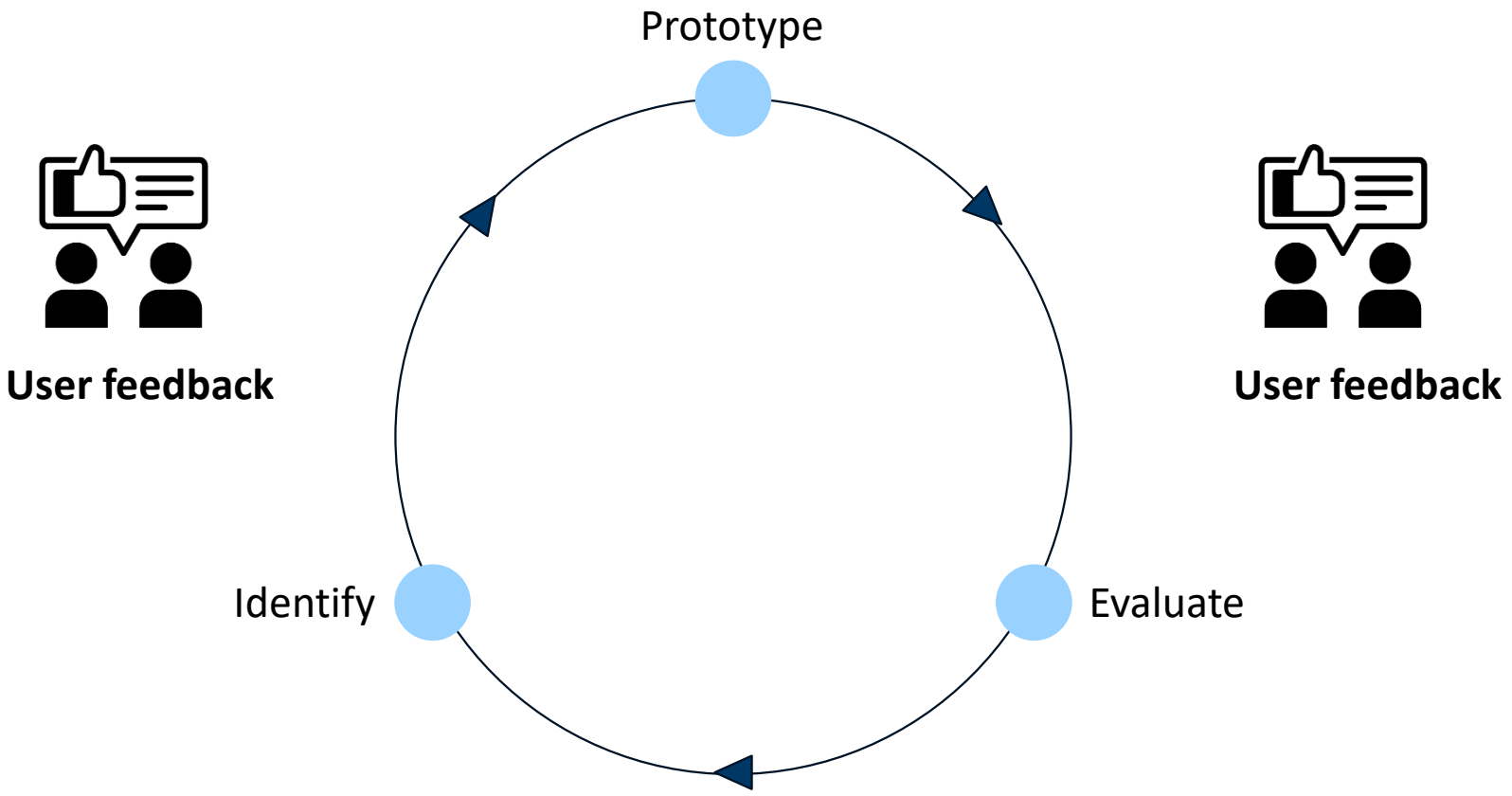
Gather feedback

Identify usability issues

Share insights

Enhance user experience

How We Incorporate User Feedback



What we want to avoid

QRC-Focused Campus Enhancements

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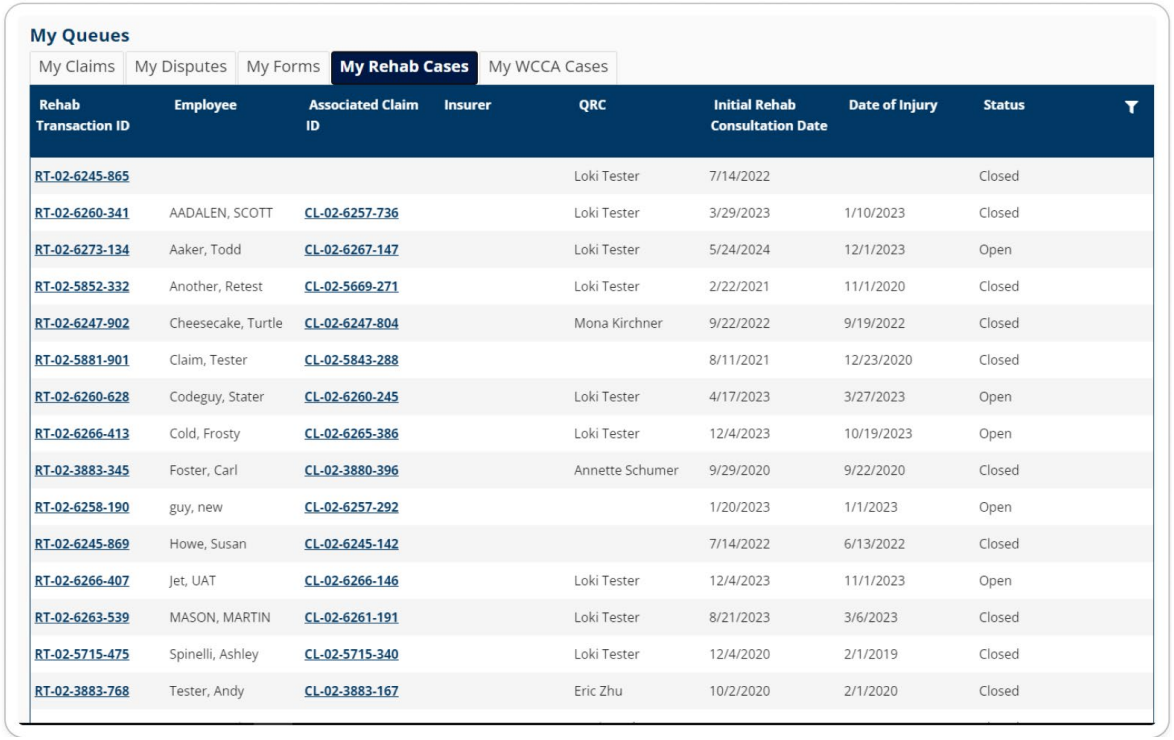
Sorting Open Rehab Cases

What we heard: It's challenging to find my open rehab cases quickly

What we did: Sorted open cases at the top of My Rehab Cases

Before



My Queues

My Claims | My Disputes | My Forms | **My Rehab Cases** | My WCCA Cases

Rehab Transaction ID	Employee	Associated Claim ID	Insurer	QRC	Initial Rehab Consultation Date	Date of Injury	Status
RT-02-6245-865				Loki Tester	7/14/2022		Closed
RT-02-6260-341	AADALEN, SCOTT	CL-02-6257-736		Loki Tester	3/29/2023	1/10/2023	Closed
RT-02-6273-134	Aaker, Todd	CL-02-6267-147		Loki Tester	5/24/2024	12/1/2023	Open
RT-02-5852-332	Another, Retest	CL-02-5669-271		Loki Tester	2/22/2021	11/1/2020	Closed
RT-02-6247-902	Cheesecake, Turtle	CL-02-6247-804		Mona Kirchner	9/22/2022	9/19/2022	Closed
RT-02-5881-901	Claim, Tester	CL-02-5843-288			8/11/2021	12/23/2020	Closed
RT-02-6260-628	Codeguy, Stater	CL-02-6260-245		Loki Tester	4/17/2023	3/27/2023	Open
RT-02-6266-413	Cold, Frosty	CL-02-6265-386		Loki Tester	12/4/2023	10/19/2023	Open
RT-02-3883-345	Foster, Carl	CL-02-3880-396		Annette Schumer	9/29/2020	9/22/2020	Closed
RT-02-6258-190	guy, new	CL-02-6257-292			1/20/2023	1/1/2023	Open
RT-02-6245-869	Howe, Susan	CL-02-6245-142			7/14/2022	6/13/2022	Closed
RT-02-6266-407	Jet, UAT	CL-02-6266-146		Loki Tester	12/4/2023	11/1/2023	Open
RT-02-6263-539	MASON, MARTIN	CL-02-6261-191		Loki Tester	8/21/2023	3/6/2023	Closed
RT-02-5715-475	Spinelli, Ashley	CL-02-5715-340		Loki Tester	12/4/2020	2/1/2019	Closed
RT-02-3883-768	Tester, Andy	CL-02-3883-167		Eric Zhu	10/2/2020	2/1/2020	Closed

After

My Queues

My Claims | My Disputes | My Forms | **My Rehab Cases**

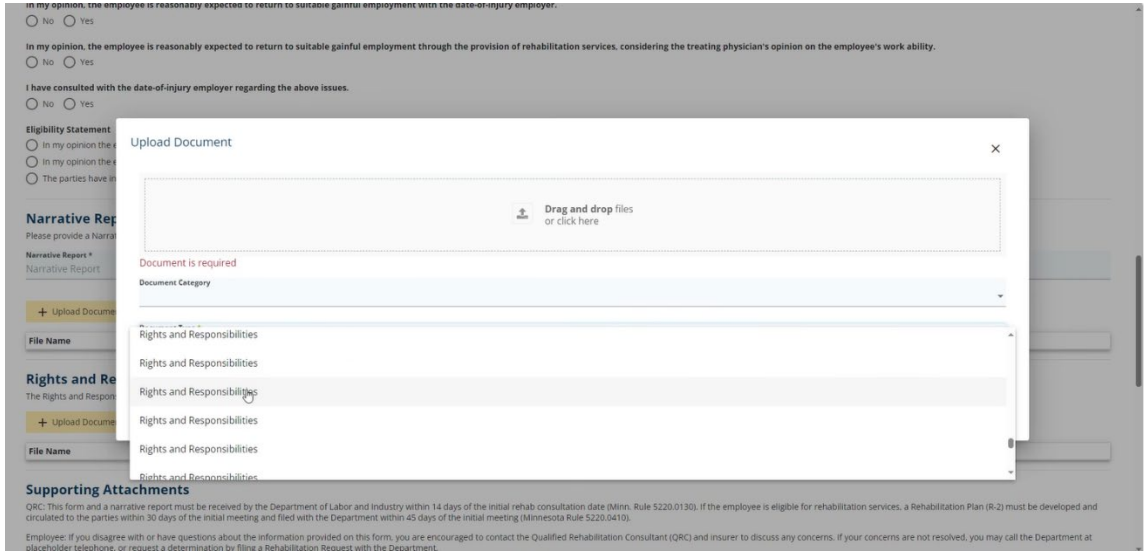
Rehab Transaction ID	Employee	Associated Claim ID	Insurer	QRC	Initial Rehab Consultation Date	Date of Injury	Status
RT-02-6272-664				Mike Rehab	5/1/2024		Open
RT-02-6276-807				Mike Rehab	10/2/2024		Open
RT-02-6277-039				Mike Rehab	10/17/2024		Open
RT-02-6275-921	Tester, Chester	CL-02-6262-752		Mike Rehab	8/28/2024	5/1/2022	Open
RT-02-6277-689	Tester, Chester	CL-02-6262-752		Mike Rehab	11/13/2024	5/1/2022	Open
RT-02-6276-803	Tester, Kelly	CL-02-6263-490		Mike Rehab	10/2/2024	5/5/2022	Open
RT-02-6276-811	Tester, Michael	CL-02-6246-331		Mike Rehab	10/2/2024	5/1/2022	Open
RT-02-6278-274	Tester, Randy	CL-02-6275-393		Mike Rehab	12/9/2024	5/1/2024	Open
RT-02-6276-794	Tester, Kim	CL-02-6246-109		Mike Rehab	10/2/2024	5/1/2022	Closed
RT-02-6276-641	Tester, Michael	CL-02-6246-331		Mike Rehab	9/25/2024	5/1/2022	Investigation Needed

Simplifying Rehab Consultation Report (RCR) Document Upload

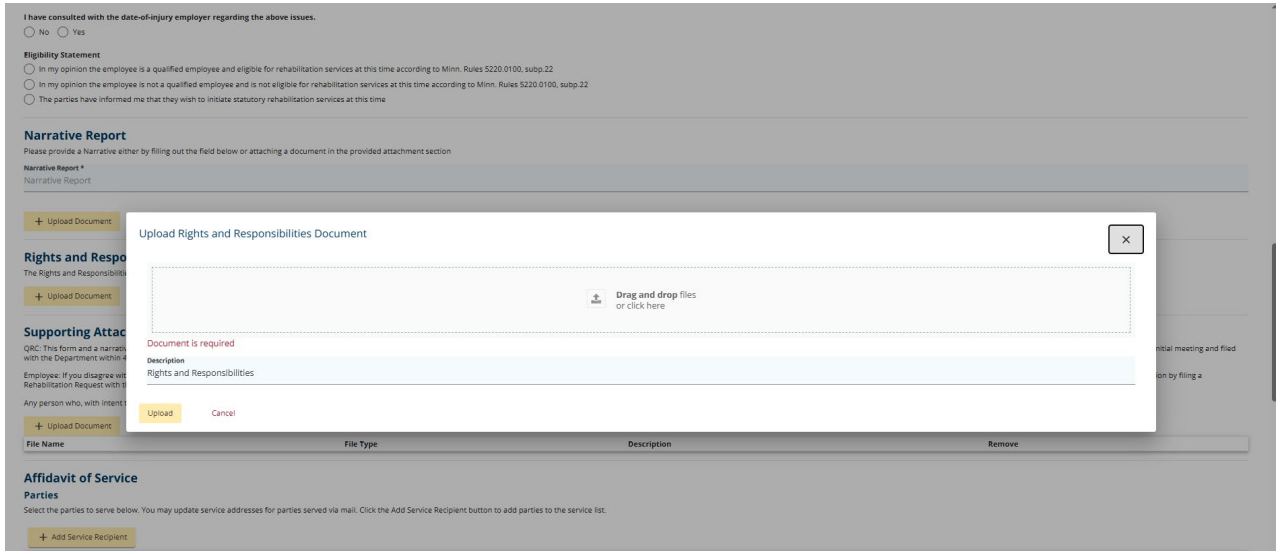
What we heard: The dropdown menu for uploading a “Rights and Responsibilities” document has many duplicates and is confusing

What we did: Simplified the document upload process

Before



After

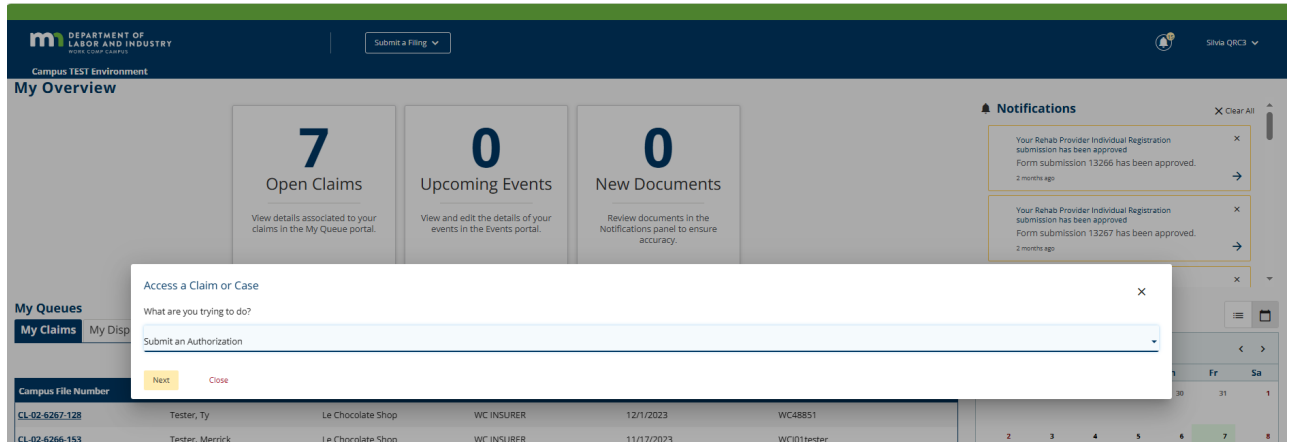


Providing An Easier, Faster Way To Access Change of QRC Form

What we heard: The current process is cumbersome and requires a workaround of submitting a Claim Access Authorization form as a first step

What we did: Evaluated prototypes of a new, streamlined process with QRCs

Before

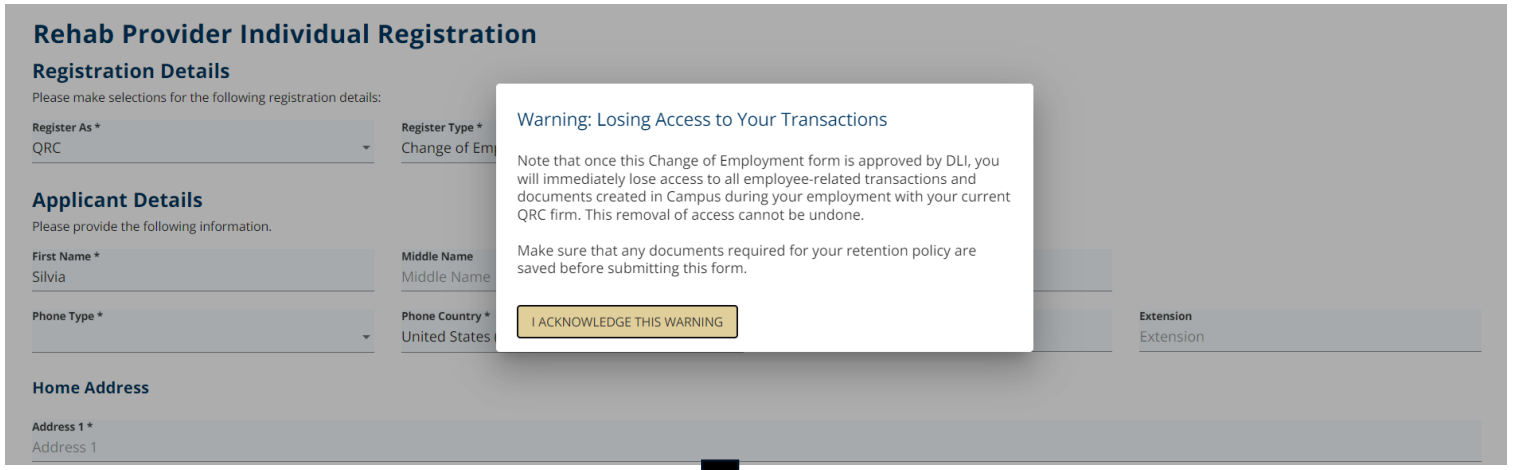


Automating Change of Employment

- **What we heard:** The previous process was cumbersome and required manual edits and workarounds
- **What we did:** Created a new, streamlined, and automated process

Change of Employment Process Updates

Change of Employment Form



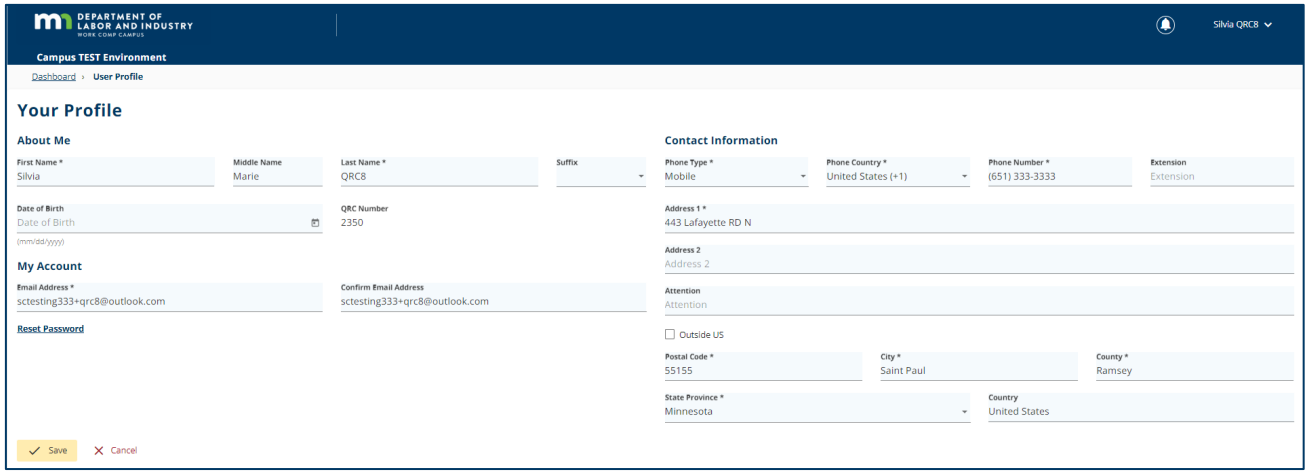
Submission and Approval

Campus automated updates

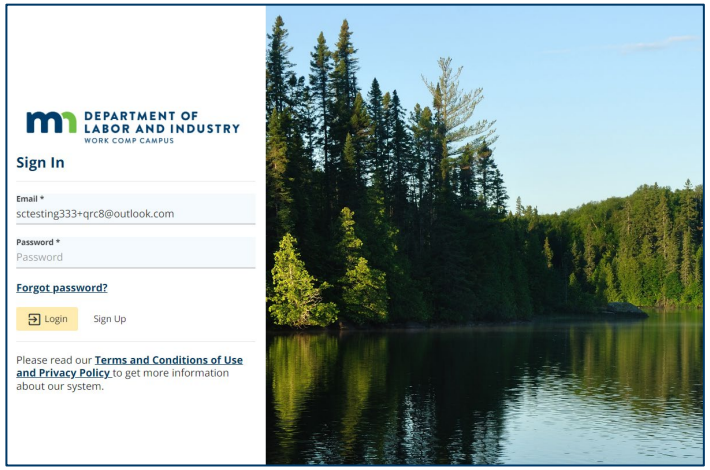
- Account profile update
- Campus login setup with new work email address
- Access removal from previous QRC Firm
- Access removal from transactions/forms from previous QRC Firm
- Access granted to new QRC Firm

Campus Automated Updates

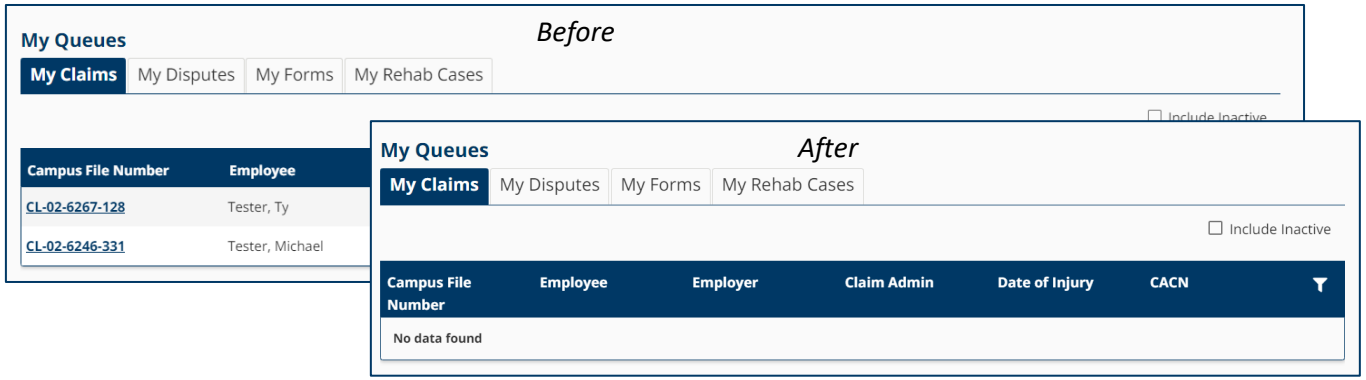
Account Profile updated



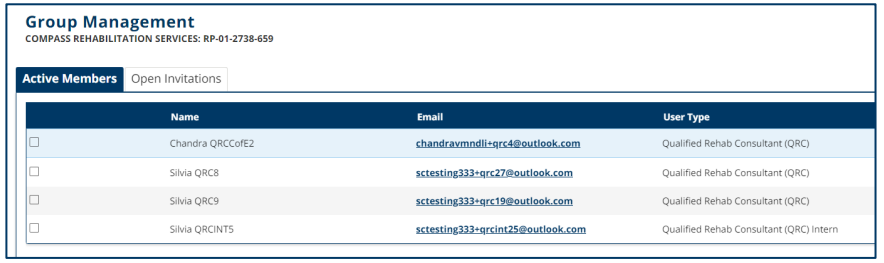
Campus login setup with new work email address



Access Removal from all transactions/forms related to previous QRC Firm



Access granted to new QRC Firm



Partner With Us To Help Improve Campus

Join the pool of Campus research volunteers to:

- Test ideas for new features and functionality
- Get a sneak peek of what we're working on
- Provide feedback to guide improvements
- Help make Campus more user-friendly

What participating in user research entails

- **Time Commitment**: Conversations or feedback sessions typically last 30-60 minutes; surveys typically take less than 15 minutes to complete.
- **Voluntary:** Participation is always voluntary, and participants can opt out at any point.
- **Informed Consent:** Participants will be fully informed of what to expect so they know what's involved before participating.
- **Communication:** Research opportunities will be communicated via email and will include: the activity and purpose, what participation entails, and next steps.

Upcoming Research Opportunities

- Extending the timeframe for “draft" forms and getting notified
- Tracking upcoming deadlines in Campus
- Campus Usability Study

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Let’s connect

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